

AMENDMENTS TO THE CLAIMS

1-25. (Canceled)

26. (Currently Amended) A method performed by a voice portal, comprising:
receiving a call from a caller, where the call includes identifying information;
identifying a first voice character, using the identifying information, to be used by the
voice portal when audibly interacting with the caller;
detecting a speaking voice associated with the caller through the voice portal interaction
with the caller;
identifying a second voice character using the detected speaking voice associated with the
caller; and
changing from the first voice character to the second voice character when further
audibly interacting with the caller;
permitting the caller to select a third voice character;
changing from the second voice character to the third voice character when further
audibly interacting with the caller.

27. (Previously Presented) The method of claim 26, further comprising: determining
a locale associated with the call using the identifying information.

28. (Currently Amended) The method of claim 27, wherein the identifying [[a]] the
first voice character includes:

determining the first voice character as a voice character associated with the determined
locale.

29. (Previously Presented) The method of claim 27, further comprising:
presenting prompts to the caller using the determined locale.

30. (Previously Presented) The method of claim 26, further comprising:
determining a type of communication device used by the caller using the identifying
information.
31. (Currently Amended) The method of claim 30, wherein the identifying [[a]] the
first voice character includes:
determining the first voice character based on the determined type of communication
device used by the caller.
32. (Previously Presented) The method of claim 26, further comprising:
determining actions of the caller during the voice portal interaction with the caller.
33. (Currently Amended) The method of claim 32, wherein the identifying [[a]] the
second voice character includes: determining the second voice character using the detected
speaking voice associated with the caller and the determined actions of the caller.
34. (Cancelled)

35. (Currently Amended) A system, comprising:
a voice portal for receiving a call from a caller, where the call includes identifying information;
a recognition server for identifying a first voice character using the identifying information;
wherein the voice portal further facilitates audible interaction with the caller using the first voice character;
wherein the recognition server detects a speaking voice associated with the caller when audibly interacting with the caller;
an execution engine for identifying a ~~different~~ second voice character using the detected speaking voice associated with the caller and further permitting the caller to select a selected third voice character;
wherein the voice portal facilitates changes from the second voice character to the selected third voice character; and
a text to speech server for audibly interacting with the caller using the ~~different~~ second voice character and further using the selected third voice character.

36. (Previously Presented) The system of claim 35, wherein the voice portal determines a locale associated with the call using the identifying information.

37. (Currently Amended) The system of claim 36, wherein the execution engine determines the first voice character as a voice character associated with the determined locale.

38. (Previously Presented) The system of claim 36, wherein the voice portal presents prompts to the caller based on the determined locale.

39. (Previously Presented) The system of claim 35, wherein the voice portal determines a type of communication device used by the caller based on the identifying information.

40. (Currently Amended) The system of claim 39, wherein the recognition server determines the first voice character based on the determined type of communication device used by the caller.

41. (Previously Presented) The system of claim 35, wherein the voice portal determines actions of the caller during the audible interaction with the caller.

42. (Currently Amended) The system of claim 41, wherein the recognition server determines the ~~different~~ second voice character using the detected speaking voice associated with the caller and the determined actions of the caller.

43. (Cancelled)

44. (Currently Amended) A system, comprising:

a voice portal to:

receive a call from a caller, where the call includes identifying information,
determine a locale associated with the caller using the identifying information,
identify a voice character that is associated with the determined locale,
audibly interact with the caller using the voice character, ~~and~~
switch from the voice character to a different voice character based on the audible
interaction with the caller;

permit the caller to select another voice character;

switch from the different voice character to the another voice character based on
caller selection.

45. (Previously Presented) The system of claim 44, wherein the voice portal is configured to present audible prompts to the caller using the determined locale.

46. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to determine a type of communication device used by the caller.

47. (Currently Amended) The system of claim 46, wherein when identifying [[a]] the voice character, the voice portal is configured to determine the voice character based on the determined type of communication device used by the caller.

48. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to determine actions of the caller while audibly interacting with the caller.

49. (Previously Presented) The system of claim 48, wherein the voice portal is further configured to determine the different voice character based on the determined actions of the caller.

50. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to:

detect a speaking voice associated with the caller while audibly interacting with the caller, and

determine the different voice character based on the detected speaking voice.

51. (Cancelled)

52. (Currently Amended) A method, comprising:

receiving a call from a caller, where the call includes identifying information for identifying a locale and determining a type of communication device used by the caller;

identifying a first voice character using the locale and the type of communication device used by the caller determined by the identifying information;

providing audible prompts to the caller in a speech pattern using the first voice character;

detecting a speaking voice associated with the caller;
determining actions of the caller during interactions with the caller;
identifying a second voice character using the detected speaking voice associated with the
caller and the determined actions of the caller; and
providing further audible prompts to the caller in a speech pattern using the second voice
character.
permitting the caller to select a third voice character;
switching from the second voice character to the third voice character to provide further
audible prompts to the caller.